



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Orange County
Service Provider Forum
May 15, 2025

Welcome and Introductions

Melanie McQueen, Chair and

Jason Phillips, Vice Chair

Introductions

- Those in attendance are invited to introduce themselves.
- Please share your:
 1. Name/Pronouns
 2. Title or Role
 3. Agency or Affiliation (if applicable)

Orange County Veterans and Military Families Collaborative (OCVMFC) Presentation

Amanda Brear, Volunteers of America Los Angeles (VOALA);
Michael Ruiz, Program Manager – Supportive Services for
Veteran Families (SSVF-OC), VOALA; and
Holly Sumner, Community Resource and Referral Center
(CRRC) Supervisor, Veterans Affairs (VA)



Orange County Veterans & Military Families Collaborative

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Veterans Outreach – how we can support you !

Eric Richardson – Chair of OCVMFC Housing committee / VOALA Director of Housing

Michael Ruiz – Program manager Supportive services for Veterans families (SSVF)

Amanda Brear – One team Veterans co-chair / VOALA assistant Director

Holly Summer - Community Resource and Referral Center (CRRC) Supervisor, Veterans Affairs (VA)

Who are the OVCMFC ?

- **The collaborative is a coalition of service organizations that facilitates access to comprehensive services for veterans, service members and their families.**
- The working groups that meet monthly or bimonthly include:
 - Women Veterans
 - Children and Families
 - Faith Based
 - Health & Wellness
 - Legal & Reentry
 - Employment Entrepreneurship
 - Older Adult Veteran Services
 - Government Relations Committee
 - Education Liaison
 - Resources
 - **Housing**



**Orange County Veterans
& Military Families Collaborative**

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Why are we here today ?

- To support Outreach providers with Homeless Veterans
- Explain the ongoing Veteran Targeted Outreach delivery
 - Veteran Affairs and SSVF support
- Up date on the Veterans 'Surge' event



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Veterans Outreach support

- Supportive Services for Veteran Families (SSVF)
- Veterans Affairs outreach team (VA)
- Homeless Veteran Outreach and Rehabilitation Program



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Supportive Services for Veteran Families (SSVF)

- Supportive Services for Veteran Families (SSVF) is a short-term housing subsidy program that supports veterans experiencing homelessness.
- SSVF is considered a Rapid Rehousing Program, and it assists veterans with housing navigation as well as financial move-in costs, such as security deposit, utility deposits and some months of rental assistance.
- SSVF may also be able to assist some Veterans that are in rental arrears in order to avoid homelessness altogether.
- SSVF have their own Outreach team



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SSVF Outreach Services Contact

- Call: **(714) 426 – 9834**
- After hour messages are accessed next business morning
 - Case Manager or Veteran can call
 - E-mail: ssvfoc@voala.org & mruiz@voala.org
- Information needed:
 - Veteran Name
 - Veteran phone number
 - Best location description; cross streets, park
- Phone contact and face to face contact in order to screen for housing services and identify shelter options.



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VA Long Beach Medical Center (VAMC) Healthcare for Homeless Veterans (HCHV)

Homeless Outreach & VAMC Resources

HCHV Outreach

- 6 HCHV outreach staff serving all of Orange County, City of Long Beach, and surrounding cities
- 3 staff serving Orange County
- Partner with community partners for street outreach efforts
- Regular rotations at various navigation centers, shelter and other community locations
- HCHV can assist with enrolling Veteran into the VAMC, referring to VA housing resources, referring to VA medical/MH & community resources



How to Contact VA Homeless Outreach

VA Long Beach Homeless Extension: 562-826-8000 ext. 12054

VHALONHomelessOutreach@va.gov

Suggested E-mailing over calling for quicker response.

Veterans and/or Case Managers can call/email.

How to contact the Community Resource & Referral Center:

714-568-9803 or 1-844-838-8300

Veterans and/or case managers can call.

Veterans Targeted Outreach

- Started in August 2023
- Bi-monthly meetings with the a collaboration of Veteran and general population Outreach providers (VA, SSVF, Care Coordination PATH / VOALA)
 - Review all the Veterans Registry data in depth
- ‘Targeted’ multidisciplinary approach for the following key Veterans groups:
 - **62 years and older**
 - **Homeless for 10 years or more**
- **Families, households with at least one minor child**



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Veterans Targeted Outreach

Veterans over 62

- Total Clients: 152
- Housed: 53
- In Temporary Accommodations: 21
- Removed from BNL due to no contact: 20
- Active clients: 56

10+ years homeless

- Total Clients: 33
- Housed: 11
- In Temporary Accommodations: 3
- Removed from BNL due to no contact: 6
- Active clients: 13

Families

- Total Clients: 38
- Housed: 16
- Moved out of area: 2
- In Temporary Accommodations: 2
- Removed from BNL due to no contact: 7



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One Team Veterans Outreach 'surge'

The primary elements of the unsheltered Veteran surge are:

- Proactive street outreach to Veterans where they are at in the community.
- A commitment of available resources by all agency providers to accelerate the homeless response system by lowering barriers.
- Same-day access to interim housing for Veterans experiencing unsheltered homelessness, with rapid emphasis on quickly placing Veterans in permanent housing.



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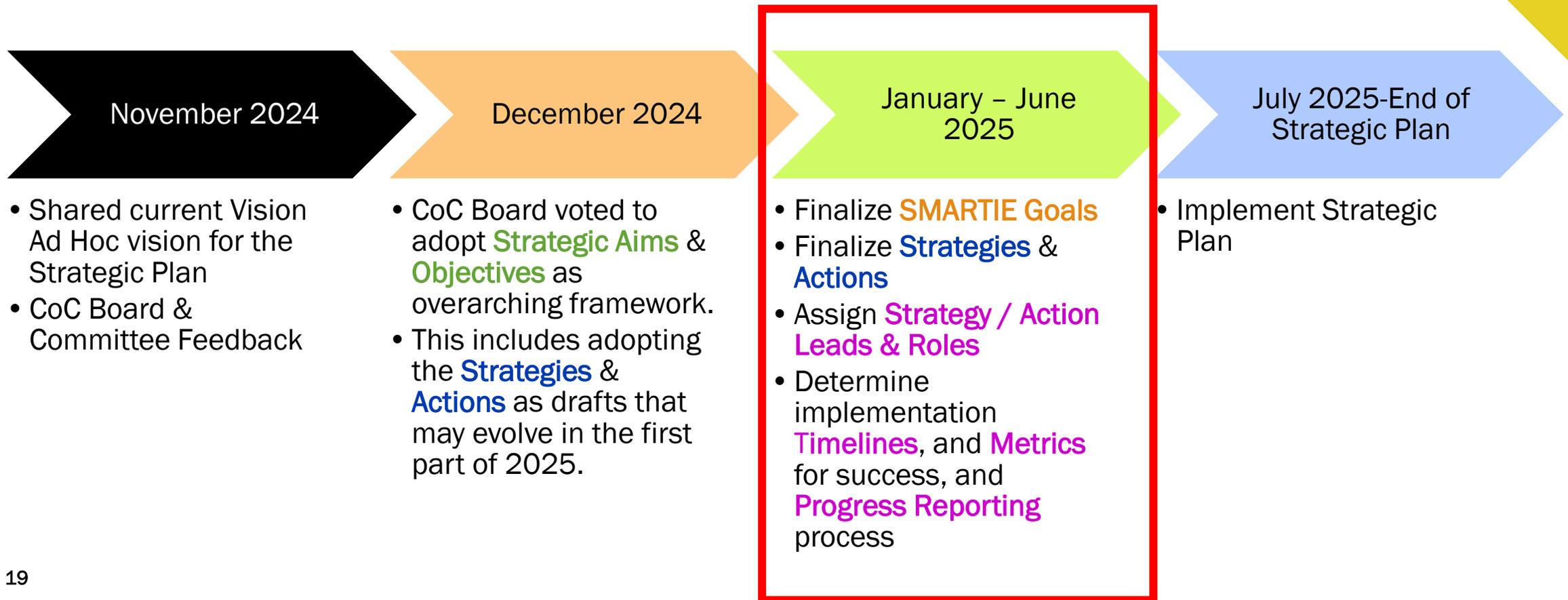
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• Any questions ?

Continuum of Care (CoC) Strategic Plan Update

Melanie McQueen, Chair; Jason Phillips,
Vice Chair; and Sarah Jones, CoC Manager,
Office of Care Coordination

Strategic Plan Structure: Feedback & Implementation Timeline



5 Strategic Aims

Strategic Aim 1: Improve and expand the homelessness response system to permanently house people experiencing homelessness effectively, efficiently, and with dignity.

Strategic Aim 2: Collaborate with leaders, providers, and community members across service systems to align practices, coordinate resources, and better support people experiencing homelessness.

Strategic Aim 3: Engage in ongoing data collection, analysis, and evaluation to promote transparency and hold the CoC accountable for its role in ending homelessness.

Strategic Aim 4: Pursue and allocate funding to strategically address system inefficiencies and fill system gaps.

Strategic Aim 5: Manage and ensure effectiveness of the CoC's operations and structure.

Business Calendar – Item #3

CoC Strategic Plan Working Session Recap

- The CoC Board has been working with a consultant to delegate the strategies and actions of the CoC Strategic Plan to partners within the CoC, including CoC Committees, to move the vision forward.
- Additional analysis will be taking place before implementation begins in July 2025.
- Key themes and areas for the Service Provider Forum include:
 - ❖ Training – identifying needs, supporting with curriculum development and specific role or program types
 - ❖ Evidence based practices – sharing models and toolkits for streamlined and trauma-informed documentation and processes, in collaboration with direct service providers and people with lived experience
 - ❖ Sharing learning and best practices - identify opportunities for peer-sharing amongst service providers in Orange County
 - ❖ Working collaboratively – to meet the varying and unique needs of people experiencing homelessness
- As the planning and implementation continues for the CoC Strategic Plan, the Service Provider Forum will receive status updates and requests for input and feedback, where needed.

**Adult Protective Services (APS)
Presentation**

County of Orange Social Services Agency (SSA)
APS Presenter



Adult Protective Services

What is Adult Protective Services?

Program mandated by the State of California to accept, respond to and investigate allegations of:

- 🍊 Elder and dependent adult abuse
- 🍊 Neglect (including self-neglect)
- 🍊 Exploitation



Other Services Provided

- 🍊 Crisis intervention
- 🍊 Links clients to community resources
- 🍊 Establishes multidisciplinary teams with local community agencies to address client's needs
- 🍊 Limited case management services
- 🍊 Housing-related services to eligible APS clients through the Home Safe program

Who is Eligible?

🍊 Elder:

- Resident of California ages 60 years or older

🍊 Dependent Adult:

- Resident of California between 18 and 59 years
- Physical or mental limitations
- Physical or mental abilities have diminished because of age
- Inability to carry out normal activities
- Inability to protect their own rights



Inform Clients About

- 🍊 Self-Determination
- 🍊 Accept or refuse APS intervention and services
- 🍊 Withdraw consent for APS intervention and services at any time
- 🍊 Voluntary nature of APS services
- 🍊 Accompanying rights

Abuse by Others

- 🍊 Physical
- 🍊 Sexual
- 🍊 Financial
- 🍊 Psychological
- 🍊 Abandonment
- 🍊 Isolation
- 🍊 Abduction
- 🍊 Neglect



Who are Mandated Reporters?

- 🍊 Anyone can make an elder or dependent adult abuse report
- 🍊 Mandated reporters are, by law, required to report any known or suspected abuse or neglect of an elder or dependent adult while acting in their professional capacity
- 🍊 If you routinely provide care or services to an elder or dependent adult, you are a mandated reporter

How to Make a Report?

When you become aware of an alleged incident of abuse, neglect, or exploitation, determine if immediate protection is needed.

- 🍊 If so, call law enforcement or 9-1-1
- 🍊 Otherwise, call the APS Hotline at (800) 451-5155



Elder and Dependent Abuse Report

- 🍊 Mandated Reporters must complete the SOC 341 (Report of Suspected Dependent Adult/Elder Abuse)
- 🍊 SOC 341 can either be:
 - Faxed to (714) 704-6161 **or**
 - Mailed within two working days to:

Social Services Agency Adult Abuse Registry
P.O. Box 5687
Orange, CA 92863

APS Response

If the report meets eligibility criteria, then the report is also assessed to determine the following:

- 🍊 Response Type: In-person or via telephone
- 🍊 Timeframe: 24 hours or 10 days
- 🍊 When an APS response is warranted, a social worker is assigned to contact the client within the determined response timeframe
- 🍊 Services are available in client's preferred language



For more information, please visit: ssa.ocgov.com

SSA Outreach Inbox: ssaoutreach@ssa.ocgov.com

Coordinated Entry System (CES) Updates

**James Bacon, CES Staff Specialist,
Office of Care Coordination**

Business Calendar – Item #5

CES Reference Guide

- This document serves as a reference guide around:
 - What CES is
 - Components of CES
 - The CES Process
 - Placing a household on the Community Queue (CQ)
- Access Point staff are encouraged to take and retain the guide as a reference for current and new staff.
- This guide can also be helpful for anyone interested in learning more about CES.
- This document provides a QR code and shortened link (bit.ly/occeslibrary) to the Resource Library and rest of the CES Learning Academy.

Coordinated Entry System (CES) Reference Guide

The diagram is a vertical flowchart titled "Coordinated Entry System (CES) Reference Guide". It starts with a decision box: "Does the HH have a profile in HMIS?". If "NO", it says "Create HMIS profile(s) including demographic information". If "YES", it says "Review HMIS profile and ensure all information is correct". Both paths lead to a note: "Note: Veteran status for a HH here will make the HH show up on the Veteran Registry". This is followed by "Set agency access to County of Orange in dropdown", then "Add verification/ other documents in HMIS files tab if available". A list of requirements follows: "Verification of homelessness", "Verification of chronic homelessness, if applicable", "Disability verification, if applicable", and "CES Authorization Form (required)". Another decision box asks: "Does the HH have any minors, anyone pregnant, or anyone attempting to reunify with children?". If "YES", it says "Enroll in FCES". If "NO", it says "Enroll in ICES". This leads to "Complete CES program enrollment" with requirements: "Ensure 'date homelessness began' is Accurate", "Reflects beginning of current episode of homelessness", and "Matches the verification uploaded". Next is "Enter information about the HH's housing preferences" with instructions to click "see details" and scroll down for referral notes. This is followed by "Add current HH and case manager contact information under the 'contact' tab" and "Complete the ICES or FCES Housing Needs Assessment". A final list of tasks includes: "Mark which of the three types of opportunities the HH is interested in (you can select multiple)", "Please ensure these line up with the HH's housing interests. Indicate any disability needs.", and "Ensure the toggle 'refer directly to community queue' is marked 'Yes'". At the bottom is a QR code and the text "Resource Library bit.ly/occeslibrary".

Acronym Definitions		
CES: Coordinated Entry System	HMIS: Homeless Management Information System	VSP: Victim Service Provider
CQ: Community Queue	HH: Head of Household	TAY: Transitional Age Youth
HH: Household	SPA: Service Planning Area	

What is CES?

CES connects people experiencing or at-risk of homelessness to available shelter, housing, and supportive service opportunities.

Access

Assessment

Prioritization

Referral / Matching

CES:

- Is managed by the County of Orange, Office of Care Coordination
- Includes a network of service providers operating Access Points for people experiencing or at-risk of homelessness in Orange County. These providers also conduct CES Assessments.
 - The Individual, Family, and Survivor components of CES are administered by contracted partners that assist with matching during Match Meetings.
- Prioritizes people with the most severe needs and matches them with available shelter, housing and/or supportive services by using a standardized and transparent method.
 - This prioritization list of people in HHs is called the Community Queue (CQ)
 - The most important prioritization factors include **chronic homelessness status, length of homelessness, & disability status.**

Components of CES

Individual CES (ICES)	Family CES (FCES)	Survivor CES (SCES)
Includes: Adult only HHs (age 18+) Meeting Schedule: North SPA: Wed, at 1 PM Central SPA: Tues, at 10:30 AM South SPA: Thurs, at 10 AM Office Hours (all SPAs): Tues, 12pm, Wed, 11am, Thu, 1pm Contact: ces@friendshipshelter.org	Includes: HHs with at least one adult and one child, including: <ul style="list-style-type: none"> • HHs with a pregnant person • Someone in the process of family reunification with a minor child Meeting Schedule: Tues, at 1:30 PM Contact: families@oc-fc.org	Includes: HHs experiencing or fleeing domestic violence served by VSPs Eligibility: Any individual or family who is fleeing, or attempting to flee, domestic violence; has no other residence; and lacks the resources or support to obtain permanent housing. Meeting Schedule: Matches sent via email. Contact: CoordinatedEntry@ocgov.com

TAY Registry	Veteran Registry
The TAY Registry includes households where all members are age 25 or younger and are enrolled in CES. Attend TAY Registry Meetings at 9am virtually on Tuesdays if your HH's members are all 25 or younger to accept any applicable matches. Contact: CoordinatedEntry@ocgov.com with any questions.	The Veteran Registry includes any HH on the CES CQ with a "yes" for HH's Veteran status in HMIS. Add years of service, discharge status, theater of operations, branch, DD214 if available. Before match , connect Veteran(s) with the Santa Ana VA Community Referral and Resource Center at 844-838-8300 to be screened to confirm eligible Veteran status. Attend the Veteran Registry Meetings at 9:30 AM virtually on Tuesdays if your HH appears on the list. Contact: CoordinatedEntry@ocgov.com with any questions.

CES Process

Weekly Virtual Match Meetings	Shelter Bed Reservation System
<ul style="list-style-type: none"> • CQs are sent out weekly for these weekly Match Meetings where the administration will discuss HHs and attempt to match the highest priority HHs on the Community Queue to any available opportunities. • It's important to attend Match Meetings if your HH is on the CQ because a provider needs to confirm the match is a good fit otherwise your HH will be skipped. • In addition, the Match Meetings typically have a strengths-based case conferencing component. 	<p>If your HH is on the Family or Individual Community Queue, and has current contact information and a recent current living assessment, you can refer them to the family or individual Bed Reservation Community Queue if they are interested in shelter. Matches are made daily and you must be able to reach your HH within 72 hours to schedule an intake.</p> <p>Complete the Bed Reservation Assessment and note any specialized needs.</p> <p>Add the Needs Bed Reservation Service every 7 days to confirm continued interest in shelter.</p>

NOTE FOR ALL ACCESS POINTS: Survivor Pre-Assessment Tool

All Access Points should use the **Survivor Pre-Assessment Tool** to screen all new HHs to identify survivors of domestic violence and human trafficking (survivors) and offer them the choice of a warm hand-off to a VSP to be placed on the CES community queue, or remaining with the existing Access Point. If the HH wants to be transferred to a VSP, the Access Point should help the survivor call one of the hotlines and provide privacy for the call.

Following Up / Keeping HHs on the CQ

<ul style="list-style-type: none"> • Stay engaged with HHs. • Attend the applicable Match Meeting and/or Registry Meeting (above) to advocate for HHs • Maintain the HH's status in the CQ by doing one of the following, at least every 90 days, to avoid automatic removal: <ul style="list-style-type: none"> ◦ Add a note to the HH's profile ◦ Do a "check-in" on the referral page, ◦ Update the Current Living Situation Assessment. • Remove HHs from the CQ when necessary due to HH being housed or exited. 	<ul style="list-style-type: none"> • Add/remove yourself from a HH's Care Team in HMIS when you begin or stop working with a HH. • Re-refer HHs to the CQ if their housing interest categories change. • Add any new information about location or housing preferences to their CES referral notes. • Continue to assist HH in obtaining additional documents (e.g., Social Security Card, Driver's License / State ID, Birth Certificate, income verification, homelessness / disabling condition verification documents) • Accept matches if they align with HH's housing, shelter, and/or supportive services preferences and needs.
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Business Calendar – Item #5

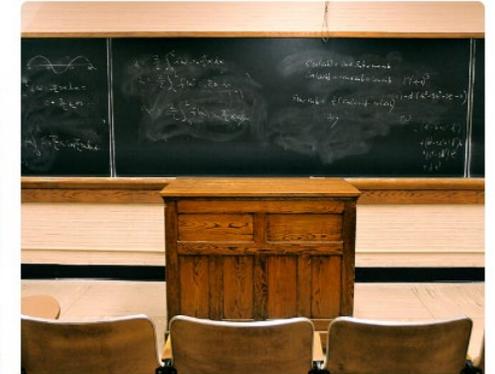
CES Learning Academy

- The CES connects people experiencing homelessness to available housing and shelter opportunities.
- Last year, a training plan was developed based on recommendations from the Lived Experience Advisory Committee (LEAC) and the resulting CES Training Ad Hoc, as well as Access Point and other feedback.
- In March 2025, the Office of Care Coordination launched the [CES Learning Academy](#) platform using open-source Moodle software.
- The site can be accessed as a guest, but staff at a CES Partner Agency are encouraged to create an account per the instructions on the sign-in page.
- The platform currently contains the CES 101 module, a conceptual overview of CES which is intended both for partners and the community in general.
- Additionally, it contains a Resource Library with most sections intended for CES Access Points, but with general resources as well.

Available courses



Resource Library and FAQs

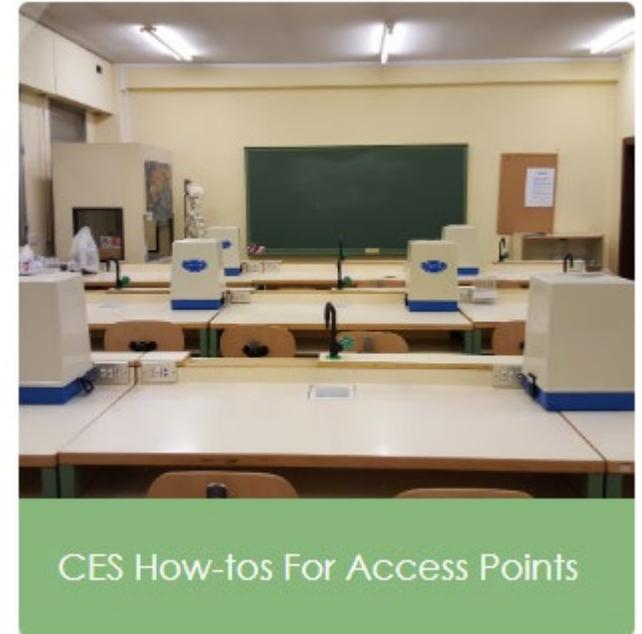


CES 101

Business Calendar – Item #5

Future Training – Coming Soon!

- The Office of Care Coordination is pleased to announce the next training is titled **CES How-Tos for Access Points** and is directed towards direct service staff at CES Access Points and those who manage them.
- This training will cover:
 - CES Documentation & Prioritization Policies
 - CES Frequently Asked Questions (FAQs)
 - How to add a household to the CQ and bed reservation CQ
 - Following up after adding someone to the CQ
 - How to read the CQ
 - How to respond when your participant is matched



Business Calendar – Item #5

Future Trainings

- Other potential future training areas include:
 - Assessments
 - HMIS Data Entry
 - CES Policies and Procedures
 - Training for CES Agency Administrators
- **Discussion:** What other areas would you like to see training in?

CoC Updates

**Sarah Jones, CoC Administrator,
Office of Care Coordination**

Business Calendar – Item #6

OC Outreach and Engagement Update

- The County Executive Office and the OC Health Care Agency has announced the transition of OC Outreach and Engagement (OC O&E) to the Office of Care Coordination (OCC), effective July 1, 2025.
- This transition will consolidate homeless services under a unified command for operational efficiency to better address unsheltered homelessness while building upon OC O&E's experience and expertise to enhance partnerships with cities and stakeholders.
- On April 22, 2025, the Board of Supervisors (Board) approved the FY2024-25 April Budget Update which included two recommended actions approving the reorganization of OC O&E in accordance with County Administrative Procedure 0112-04 for Organizational Changes.
- Through the adoption of the FY 2025-26 Budget for the County, the Board will provide approval for the necessary budgetary actions in support of the transition of OC O&E into the Office of Care Coordination effective July 1, 2025.
- OC O&E remains committed to ensuring this transition is seamless with minimal disruptions to services or engagement with all community partners.

To make referrals to OC O&E, please call 800-364-2221

Business Calendar – Item #6

Senate Bill 914 Implementation

- At the California Interagency Council on Homelessness (Cal ICH) Advisory Committee meeting on Wednesday, May 7, 2025, an update on the implementation of Senate Bill (SB) 914 was provided.
- [SB 914 HELP \(Homeless Equity for Left Behind Populations\) Act](#) was signed into law in September 2022 and requires Cal ICH to set and measure progress toward goals to prevent and end homelessness among domestic violence survivors and their children and among unaccompanied women in California, as described. SB 914 requires initial goals to be established by January 1, 2025, and those goals to be evaluated at least every 2 years to determine whether updated goals are needed. The bill would also make related findings and declarations.
- The California Partnership to End Domestic Violence and Enfuse Action Collective are members of a multi-agency project team under that have previously contracted with Cal ICH to create a set of goals and measures to help reduce homelessness and improve outcomes for survivors and unaccompanied women throughout California.
- For the upcoming Domestic Violence Committee meeting, OCC will be collaborating with Chair Maricela Rios Faust facilitate a discussion on the the implementation of SB 914 for Survivors in Orange County.

Business Calendar – Item #6

Prop 1 State Funding Announcement

- On Monday, May 13, 2025, Governor Newsom announced \$3.3 billion in grant funding to create over 5,000 residential treatment beds and more than 21,800 outpatient treatment slots for behavioral health care services and will build upon other major behavioral health initiatives in California.
- Administered by the California Department of Health Care Services (DHCS), the Proposition 1 Bond Behavioral Health Continuum Infrastructure Program (BHCIP) Round 1: Launch Ready seeks to expand access to care for Californians experiencing mental health conditions and substance use disorders, including those experiencing homelessness.
- The list of awardees can be found [here](#).
- The funding announcement was coupled with Governor Newsom's release of a [model ordinance](#) for cities and counties to address encampments.

Business Calendar – Item #6

Remember to Keep your Individual and Agency General Membership Updated!

- The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election.
- The CoC Governance Charter states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.
- You can view the [CoC General Membership roster](#) on the [CoC General Membership webpage](#)
- If you or your organization is not a General Member and wants to become one, please inform the Office of Care Coordination of your interest and fill out the [application](#).
- If your agency needs to update your authorized representatives for your agency, please submit an updated [application](#) to the Office of Care Coordination.
- **CoC General Membership Applications are also located on the resource table.**

Please contact the Office of Care Coordination with any questions at

CareCoordination@ocgov.com or 714-834-5000

Business Calendar – Item #6

Upcoming Meetings

- **Domestic Violence Committee:** Wednesday, May 21, 2025, from 10:00 a.m. – 11:00 a.m.
 - ❖ Location: County Administration South (CAS) Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701
- **CoC Board:** Wednesday, May 28, 2025, from 2:00 p.m. – 5:00 p.m.
 - ❖ Location: CAS County Conference Center, 425 West Santa Ana Blvd., Room 104/106, Santa Ana, CA 92701
- **Lived Experience Advisory Committee:** Wednesday, June 4, 2025, from 10:00 a.m. – 11:30 a.m.
 - ❖ Location: County Administration North (CAN) Multipurpose Room 400 W. Civic Center Drive, Santa Ana, CA 92701
- **Policies, Procedures and Standards Committee:** Tuesday, June 10, 2025, *time to be determined*
 - ❖ Location: CAS Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701
- **Housing Opportunities Committee:** Wednesday, June 11, 2025, from 10:00 a.m. – 12:00 p.m.
 - ❖ Location: Orange County Housing Authority, 1501 E. Saint Andrew Place, 1st Floor, Conference Room A, Santa Ana, CA 92705

**Announcements, Closing Remarks
and Questions**
Melanie McQueen, Chair

Networking

Thank you for joining!

Next Meeting: Thursday, August 21, 2025,
from 9:00 a.m. – 11:00 a.m.

Location: Orange County Housing Authority,
1501 E. Saint Andrew Place, 1st Floor, Conference
Room A, Santa Ana, CA 92705



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